

Job Title:	General Manager	Job Category:	Exempt
Department/Group:	US Operations	Reports To:	Regional VP
Job Description			
<p>JOB PURPOSE:</p> <p>Responsible for multi-site profitability and quality within established sub-regions. Oversight and management of multiple sites across various states and geographies providing armored transportation and cash vault services, client performance reporting, internal financial reporting, performance and productivity reporting, and management of risk and controls for all lines of business.</p> <p>RESPONSIBILITIES:</p> <ul style="list-style-type: none"> Provides daily leadership, coaching and feedback to direct reports including: Branch Managers, CVS Managers, Analysts, and other staff members within assigned sub-region. Leads and supervises multiple secure transportation branches and CVS sites to ensure the accurate, timely and efficient delivery and processing of cash, coin, check, mixed deposit, ATM, coin and change order processing. This individual will be responsible for a number of exempt management and analytical staff who have oversight of potentially hundreds of employees providing cash services at GardaWorld. Attains sub-region's assigned financial results including revenue retention and growth, expense control and operating profit. Also ensure support and feedback is provided to all LOB's for attainment of entire company's financial goals. Ensures branch and site level compliance with and training on all company policies including state and federal regulations. Ensures compliance with and training on customer specific logistical and processing requirements and meets all customer audit expectations. Provides input to Regional VP and SVP on decisions including: salary planning, site and facilities management, hardware performance and replacement, individual and site performance management, hiring and terminations. Oversight of scheduling activities to ensure adequate management control while ensuring each unit's ongoing delivery of services, customer metric reporting, financial achievement, security and risk guidelines, and human resource policies and practices. Monitors daily, weekly and monthly quality and productivity standards and holds management team members accountable for meeting or exceeding goals and recognizes success. This includes proactive remediation processes identifying any deficiencies, appropriate corrective actions, and implementation of those corrective actions. Provides active participation in management committees that assist in the policy and practice development for the company. These will include, but not be limited to security and risk, finance and performance, audit controls, customer performance and human resources management. 			

- May represent GardaWorld on internal and external interactions including at customer locations, industry committees and workgroups, social and public relations functions, and other activities as designated.
- Maintains the highest level of integrity, dignity, and standards both internally and externally.
- Travels 75% + throughout the assigned area.
- Performs other duties as required.

SUPERVISORY RESPONSIBILITY:

- Coaching, mentoring, and supervision of Branch Managers, CVS Managers, and other staff within assigned area.

SKILLS/QUALIFICATIONS:

- Minimum 10-15 years of progressive operational management experience.
- 5-7 years in active oversight of large value and highly secured environments with responsibility for employee safety and security, multiple and geographically diverse locations, as well as maintaining the integrity of monetary and risk transactions throughout the system required.
- Experience working in a fast paced, repetitive process and secure production environment recommended.
- Bachelor's degree in Business or comparable combination of education and work experience required. Master of Business Administration preferred.
- Familiarity with Microsoft Office products such as Word, Excel, Outlook, and PowerPoint.
- Excellent written and oral communication and presentation skills.
- Strong consultative, analytical and problem solving skills.
- Track record of success with customer satisfaction.
- Six Sigma or Lean experience preferred.

WORK SCHEDULE

- Requires a flexible work schedule based on operational needs. Variable working days and hours based on location, staffing levels and work activities. Overtime, weekend and holiday work may be required.

WORKING CONDITIONS:

- May work primarily indoors in a fast paced warehouse and production work area which includes varying temperatures (hot and cold) and dust.
- Noise level in the work environment may range from moderate to loud.

- Wearing of company provided uniform (including a CVS coat) is required in secure areas.
- Frequent sitting.
- Intermittent walking, standing, bending, stooping, kneeling.

ESSENTIAL PHYSICAL REQUIREMENTS:

- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and ability to adjust focus.
- Have normal hearing with or without a hearing device, so as to be able to safely and accurately operate money processing machines.
- Must be able to bend, stoop and stand for long periods of time
- Required to regularly lift and/or move up to 50 pounds; may lift and/or move additional weight with assistance.
- Must be able to push, pull, and maneuver containers and/or wheeled currency carts weighing up to 150 pounds.
- Reach into a tanker or box with approximately three foot sides to retrieve items.
- Must have the ability to use hand to finger, handle, or feel: The ability to type, pick pinch or otherwise work primarily with fingers
- Use fingers to key an adding machine, computer keyboard or other data entry device
- Have the ability to seize, hold, grasp, turn or otherwise work with hand or hands.
- The ability to perceive attributes of objects and materials such as size, shape, temperature, or texture, by touching.
- Subject to substance abuse testing under company policy and possibly Department of Transportation guidelines.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EOE, Drug Free Workplace